

**Element Performance Inspection (EPI) Data Collection Tool  
7.1.6 Maintenance Control (AW)**

**ELEMENT SUMMARY INFORMATION**

**Purpose of This Element** (Certificate Holder's responsibility):

- To provide policy, procedures, instructions and information in the manual which allows personnel concerned with the Maintenance Control process to perform their duties and responsibilities to a high degree of safety.

**Objective** (FAA oversight responsibility):

- To determine if the Certificate Holder follows its procedures, controls, process measurements and interfaces for the Maintenance Control process.
- To determine if there were any changes in the personnel identified by the Certificate Holder as having responsibility and/or authority for the Maintenance Control process.

**Specific Instructions:**

- To accomplish this EPI, the inspector will perform this inspection at the maintenance control facility. The inspector will review maintenance controller records and reports, MEL/CDL deferrals, repeat and chronic pilot reports, and other unscheduled maintenance records. Additionally, the inspector will review maintenance scheduling, aircraft ferry flight records, temporary RII/Airworthiness release authorizations, instructions to contract maintenance organizations, etc. The inspector will spend sufficient time at the maintenance control facility to determine if maintenance controllers follow and coordinate with other company departments in accordance with the Certificate Holder's policies and procedures

**Related EPI(s):**

- Intentionally left blank

**SUPPLEMENTAL INFORMATION**

**Specific Regulatory Requirement(s) (SRRs):**

- SRRs:
  - 119.65(a)
  - 119.65(d)
  - 121.135(a)(1)
  - 121.135(b)(1)
  - 121.135(b)(2)

121.135(b)(3)

**Related CFR(s) & FAA Policy/Guidance:**

- Related CFRs:  
Intentionally left blank
- FAA Policy/Guidance:  
Intentionally Left Blank

**EPI SECTION 1 – PERFORMANCE OBSERVABLES**

**Objective:** (FAA oversight responsibility): To determine if the Certificate Holder follows its procedures, controls, process measures and interfaces for the Maintenance Control.

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the information listed in the Supplemental Information section of this data collection tool.
- 2 Review the policies, procedures, instructions and information for the Maintenance Control process contained in the Certificate Holder's manual.
- 3 Review the associated SAI for this element with emphasis on the controls, process measurements and interface attribute sections.
- 4 Observe the Maintenance Control process to gain an understanding of the procedures, instructions and information contained in the Certificate Holder's manual.
- 5 Discuss the Maintenance Control process with the personnel (other than management) who perform the duties and responsibilities required by the process.

**Questions**

To meet this objective, the inspector must answer the following questions:

- 1 Were the following Performance Measures met:
  - 1.1 Did the Certificate Holder's Maintenance Control coordinate aircraft maintenance in accordance with its policies and procedures? ☐ Yes  
☐ No, Explain
  - 1.2 Did the Certificate Holder's Maintenance Control utilize trained and qualified personnel? ☐ Yes  
☐ No, Explain
- 2 Were the Certificate Holder's policies, procedures, instructions and information, contained in its manual, for the Maintenance Control process followed? ☐ Yes  
☐ No, Explain
- 3 Were the Maintenance Control process controls followed? ☐ Yes  
☐ No, Explain
- 4 Did the records for the Maintenance Control process comply with the instructions provided in the Certificate Holder's manual? ☐ Yes  
☐ No, Explain
- 5 Were the process measurements for the Maintenance Control process effective in identifying problems or potential problems and providing corrective action for them? ☐ Yes  
☐ No, Explain
- 6 Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions and information that are related to this element? ☐ Yes  
☐ No, Explain

<b>EPI SECTION 1 – PERFORMANCE OBSERVABLES –Drop Down Menu</b>	
1. Personnel.	
2. Tools and Equipment.	
3. Technical Data.	
4. Procedures, policies or instructions or information.	
5. Materials.	
6. Facilities.	
7. Controls.	
8. Process Measures.	
9. Interfaces.	
10. Desired Outcome.	
11. Other.	

**EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES**

**Objective:** To determine if the person identified by the Certificate Holder having responsibility and/or authority for the Maintenance Control is qualified, knowledgeable, and recognizes that responsibility and/or authority. (The person with the authority may or may not be the person with the responsibility.)

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

1 Identify the person who has overall responsibility for the Maintenance Control process.

2 Identify the person who has overall authority for the Maintenance Control process.

NOTE: If no personnel or major program changes (as defined by the Principal Inspector) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3 – 6. Answer questions 2.1 & 2.2, and provide the name/title.

3 Review the duties and responsibilities for the person(s) who manage the Maintenance Control process documented in the Certificate Holder's manual.

4 Review the appropriate organizational chart.

5 Discuss the Maintenance Control process with the management personnel identified in Tasks 1 and 2.

6 Evaluate the qualifications and work experience of the management personnel identified in Tasks 1 and 2.

**Questions**

To meet this objective, the inspector must answer the following questions:

2. Are the following aspects of the Management Responsibility and Authority Attributes addressed for the Maintenance Control process:

2.1 Is there a clearly identified person who is responsible for the quality of the Maintenance Control process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.2 Is there a clearly identified person who has authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the Maintenance Control process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.3 Does the responsible person know that he/she has responsibility for the Maintenance Control process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.4 Does the person with authority know that he/she has authority for the Maintenance Control process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.5 Does the person with responsibility for the Maintenance Control process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.6 Does the person with authority to establish and modify the Maintenance Control process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<input type="checkbox"/> Not Applicable
2.7 Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Maintenance Control process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.8 Does the person with authority understand the controls, process measurements, and interfaces associated with the Maintenance Control process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.9 Does the responsible person know who has authority to establish and modify the Maintenance Control process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.10 Does the individual with authority know who has the responsibility for the Maintenance Control process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<b>EPI SECTION 2 – MANAGEMENT RESPONSIBILITY &amp; AUTHORITY OBSERVABLES –Drop Down Menu</b>	
1. Assignment of responsibility.	
2. Assignment of authority.	
3. Does not understand procedures, policies or instructions and information.	
4. Does not understand controls.	
5. Does not understand process measurements.	
6. Does not understand interfaces.	
7. Span of control.	
8. Position vacant.	
9. Other.	